

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. **(Currently Amended)** A method for communicating comprising:
controlling a user interface presented by a web browser comprising:
causing a web server to push an asynchronous message to the web browser
in response to an incoming event, wherein
the incoming event comprises a request to establish
communication with a user;
the web browser presents a user interface change in response to the
asynchronous message, and
the incoming event is received by a communication server;
causing the web browser to provide a wait request to the web server
wherein,
**the wait request specifies a target process of a plurality of
processes,**
**the processes are configured to generate asynchronous
messages,**
the wait request is associated with the web browser, and
the wait request ~~taken alone~~, enables the web server to push the
asynchronous message to the web browser;
identifying a source of the asynchronous message, **wherein**
the source of the asynchronous message is the target process;
and
associating the wait request with the source, wherein the associating
identifies the web browser as a recipient of the asynchronous
message.
2. (Original) The method of claim 1 further comprising:

- generating the asynchronous message.
3. (Original) The method of claim 1 further comprising:
preparing to receive the asynchronous message.
 - 4-5. (Cancelled)
 6. (Previously Presented) The method of claim 1 further comprising:
generating the asynchronous message, the asynchronous message identifying the
wait request, wherein the identifying identifies the web browser as a
recipient of the asynchronous message; and
providing the asynchronous message to the web server.
 7. (Original) The method of claim 6 wherein causing the web browser to provide the
wait request comprises:
downloading requesting instructions to the web browser, wherein
the downloading causes the web browser to execute the requesting
instructions.
 8. (Original) The method of claim 6 further comprising:
storing a reference to a callback function with information from the wait request;
and
using the reference to call the callback function when the asynchronous message
is provided to the web server, wherein the callback function pushes the
asynchronous message.
 9. (Original) The method of claim 8 further comprising:
providing the callback function with context information, the context
information identifying the web browser.
 10. (Original) The method of claim 6 further comprising:
assigning the wait request to a connection between the web server and a business
process server; and
listening to the connection for the asynchronous message.

11. (Original) The method of claim 6 further comprising:
assigning the wait request to a session between the web server and a business
process server, the session being associated with a connection; and
listening to the connection for the asynchronous message for the session.
12. (Original) The method of claim 1 wherein causing the web server to push the
asynchronous message comprises:
calling a callback function associated with the web browser when the
asynchronous message is received, wherein the callback function pushes
the asynchronous message.
13. (Original) The method of claim 12 further comprising:
storing a reference to the callback function; and
using the reference for calling the callback function.
14. (Original) The method of claim 13 further comprising:
storing a second reference to context information, the context information
identifying the web browser; and
using the second reference for providing the context information to the callback
function.
15. (Previously Presented) The method of claim 1 wherein
the change in the user interface comprises at least one of a group consisting of the
following:
causing a first user interface object to move to visually capture a user's
attention;
causing a second user interface object to issue a sound to capture the
user's attention;
presenting a screen pop of data; and
bringing a web browser window to the front of a screen.
16. **(Currently Amended)** A method for communicating comprising:
causing a web server to push an asynchronous message to a web browser in

response to an incoming event, wherein
 the incoming event comprises a request to establish
 communication with a user;
 the web browser performs an action in response to the
 asynchronous message, and
 the incoming event is received by a communication server;
 causing the web browser to provide a wait request to the web server wherein,
 the wait request specifies a target process of a plurality of processes,
 the processes are configured to generate asynchronous messages,
 the wait request is associated with the web browser, and
 the wait request ~~taken alone~~, enables the web server to push the
 asynchronous message to the web browser;
 identifying a source of the asynchronous message, **wherein**
 the source of the asynchronous message is the target process; and
 associating the wait request with the source, wherein the associating identifies the
 web browser as a recipient of the asynchronous message.

17. (Original) The method of claim 16 wherein
 the asynchronous message includes an action instruction to cause the web browser
 to perform the action.
18. (Original) The method of claim 16 wherein the performing the action comprises
 performing at least one of a group consisting of the following:
 causing a first user interface object to move to visually capture a user's attention;
 causing a second user interface object to issue a sound to capture the user's
 attention;
 presenting a screen pop of data; and
 bringing a web browser window to front of screen.
19. **(Currently Amended)** A method for communicating comprising:
 establishing a first connection between a web browser and a web server;
 establishing a second connection between the web server and a business process

server;

controlling a user interface presented by the web browser comprising:

- registering the web browser with the business process server;
- providing the web server with an asynchronous message to push to the web browser, the providing being performed by the business process server and the providing being performed in response to an incoming event, wherein the incoming event comprises a request to establish communication with a user;

and

- causing the web server to push the asynchronous message to the web browser;

wherein the web browser performs a user interface change in response to the asynchronous message;

the incoming event is received by a communication server;

causing the web browser to provide a wait request to the web server wherein,

- the wait request specifies a target process of a plurality of processes,**
- the processes are configured to generate asynchronous messages,**

the wait request is associated with the web browser, and

the wait request ~~taken alone~~, enables the web server to push the asynchronous message to the web browser;

identifying a source of the asynchronous message, **wherein**

- the source of the asynchronous message is the target process;** and

associating the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message.

20. **(Currently Amended)** A method for communicating comprising:
- controlling a user interface presented by a web browser comprising:
- registering the web browser as available to receive an asynchronous message, wherein
 - the web browser is not blocked waiting for the asynchronous message;
- causing a web server to push the asynchronous message to the web

browser in response to an incoming event, wherein
 the incoming event comprises a request to establish
 communication with a user;
 the web browser presents a user interface change in response to the
 asynchronous message, and
 the incoming event is received by a communication server;
 causing the web browser to provide a wait request to the web server
 wherein,
**the wait request specifies a target process of a plurality of
 processes,**
**the processes are configured to generate asynchronous
 messages,**
 the wait request is associated with the web browser, and
 the wait request ~~taken alone~~, enables the web server to push the
 asynchronous message to the web browser;
 identifying a source of the asynchronous message, **wherein**
the source of the asynchronous message is the target process;
 and
 associating the wait request with the source, wherein the associating
 identifies the web browser as a recipient of the asynchronous
 message.

21. **(Currently Amended)** A method for communicating comprising:
 controlling a user interface presented by a web browser comprising:
 causing the web browser to provide a wait request to the web server
 wherein,
**the wait request specifies a target process of a plurality of
 processes,**
**the processes are configured to generate asynchronous
 messages,**
 the wait request is associated with the web browser, and
 the wait request ~~taken alone~~, enables the web server to push the

asynchronous message to the web browser;
 identifying a source of the asynchronous message, **wherein**
the source of the asynchronous message is the target process;
 and
 associating the wait request with the source, wherein the associating
 identifies the web browser as a recipient of the asynchronous
 message;
 pushing the asynchronous message to the web browser in response to an
 incoming event, wherein
 the incoming event comprises a request to establish
 communication with a user;
 the browser presents a user interface change in response to the
 asynchronous message, and
 the incoming event is received by a communication server;
~~identifying a source of the asynchronous message; and~~
~~associating the wait request with the source, wherein the associating~~
~~identifies the web browser as a recipient of the asynchronous~~
~~message.~~

22. (Currently Amended) A method for communicating comprising:
 controlling a user interface presented by a web browser comprising:
 causing the web browser to provide a wait request to a web server,
 wherein
the wait request specifies a target process of a plurality of
processes,
the processes are configured to generate asynchronous
messages,
 the wait request is associated with the web browser ~~and a target~~
~~from which an asynchronous message originates,~~ and
 the wait request ~~taken alone,~~ enables the web server to push the
 asynchronous message to the web browser;
 identifying a source of the asynchronous message, **wherein**

the source of the asynchronous message is the target process;

and

generating the asynchronous message, the asynchronous message
 identifying the web browser as a recipient of the asynchronous
 message, the generating being performed by the target;
 providing the asynchronous message to the web server; and
 causing the web server to push the asynchronous message to the web
 browser in response to an incoming event, wherein
 the incoming event comprises a request to establish
 communication with a user;
 the web browser presents a user interface change in response to the
 asynchronous message; and
 the incoming event is received by a communication server.

23. **(Currently Amended)** A computer program product comprising:
 controlling instructions to control a user interface presented by a web browser
 comprising:
 pushing instructions to cause a web server to push an asynchronous
 message to the web browser in response to an incoming event,
 wherein
 the incoming event comprises a request to establish
 communication with a user;
 the web browser presents a user interface change in response to the
 asynchronous message, and
 the incoming event is received by a communication server;
 providing instructions to cause the web browser to provide a wait request
 to the web server wherein,
**the wait request specifies a target process of a plurality of
 processes,**
**the processes are configured to generate asynchronous
 messages,**
 the wait request is associated with the web browser, and

the wait request ~~taken alone~~, enables the web server to push the asynchronous message to the web browser;
 identifying instructions to identify a source of the asynchronous message,
wherein
the source of the asynchronous message is the target process;
 and
 associating instructions to associate the wait request with the source,
 wherein the associating identifies the web browser as a recipient of the asynchronous message; and
 a computer-readable medium for storing the controlling instructions, the pushing instructions, the providing instructions, the identifying instructions, and the associating instructions.

24. (Cancelled)
25. (Original) The computer program product of claim 23 further comprising:
 request providing instructions to cause the web browser to provide a wait request to the web server, the wait request being associated with the web browser;
 generating instructions to generate the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and
 message providing instructions to provide the asynchronous message to the web server;
 wherein the computer-readable medium further stores the request providing instructions, the generating instructions, and the message providing instructions.
26. (Original) The computer program product of claim 25 further comprising:
 storing instructions to store a reference to a callback function with information from the wait request; and
 using instructions to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback

function pushes the asynchronous message;
wherein the computer-readable medium further stores the storing instructions and
the using instructions.

27. (Original) The computer program product of claim 26 further comprising:
context providing instructions to provide the callback function with context
information, the context information identifying the web browser;
wherein the computer-readable medium further stores the context providing
instructions.
28. (Original) The computer program product of claim 25 further comprising:
assigning instructions to assign the wait request to a connection between the web
server and a business process server; and
listening instructions to listen to the connection for the asynchronous message;
wherein the computer-readable medium further stores the assigning instructions
and the listening instructions.
29. (Original) The computer program product of claim 23 wherein
the pushing instructions comprise:
calling instructions to call a callback function associated with the web
browser when the asynchronous message is received, wherein the
callback function pushes the asynchronous message;
and
the computer-readable medium further stores the calling instructions.
30. (Original) The computer program product of claim 29 further comprising:
reference storing instructions to store a reference to the callback function; and
reference using instructions to use the reference for calling the callback function;
wherein the computer-readable medium further stores the reference storing
instructions and the reference using instructions.
31. (Original) The computer program product of claim 30 further comprising:
context storing instructions to store a second reference to context information, the

context information identifying the web browser; and
 context using instructions to use the second reference for providing the context
 information to the callback function;
 wherein the computer-readable medium further stores the context storing
 instructions and the context using instructions.

32. (Previously Presented) The computer program product of claim 23 further
 comprising:

user interface changing instructions configured to perform at least one of a group
 consisting of the following:
 cause a first user interface object to move to visually capture a user's
 attention;
 cause a second user interface object to issue a sound to capture the user's
 attention;
 present a screen pop of data; and
 bring a web browser window to the front of a screen;
 wherein the computer-readable medium further stores the user interface changing
 instructions.

33. **(Currently Amended)** A computer program product comprising:

controlling instructions to control a user interface presented by a web browser
 comprising:
 registering instructions to register the web browser as available to receive
 an asynchronous message, wherein
 the web browser is not blocked waiting for the asynchronous
 message;
 and
 pushing instructions to cause a web server to push the asynchronous
 message to the web browser in response to an incoming event,
 wherein
 the incoming event comprises a request to establish
 communication with a user;

the web browser presents a user interface change in response to the asynchronous message, and the incoming event is received by a communication server; providing instructions to cause the web browser to provide a wait request to the web server wherein,

the wait request specifies a target process of a plurality of processes,

the processes are configured to generate asynchronous messages,

the wait request is associated with the web browser, and the wait request ~~taken alone~~, enables the web server to push the asynchronous message to the web browser; identifying instructions to identify a source of the asynchronous message, **wherein**

the source of the asynchronous message is the target process;

and

associating instructions to associate the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message; and

a computer-readable medium for storing the controlling instructions, the registering instructions, the pushing instructions, the providing instructions, the identifying instructions, and the associating instructions.

34. **(Currently Amended)** A computer system comprising:
- a processor;
 - a memory, the memory storing instructions for executing on the processor, the instructions comprising:
 - controlling instructions to control a user interface presented by a web browser comprising:
 - pushing instructions to cause a web server to push an asynchronous message to the web browser in response to an incoming event, wherein

the incoming event comprises a request to establish communication with a user,
the web browser presents a user interface change in response to the asynchronous message, and
the incoming event is received by a communication server; providing instructions to cause the web browser to provide a wait request to the web server wherein,
the wait request specifies a target process of a plurality of processes,
the processes are configured to generate asynchronous messages,
the wait request is associated with the web browser, and
the wait request ~~taken alone~~, enables the web server to push the asynchronous message to the web browser;
identifying instructions to identify a source of the asynchronous message, **wherein**
the source of the asynchronous message is the target process; and
associating instructions to associate the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message.

35. (Cancelled)

36. (Original) The computer system of claim 34 wherein the instructions further comprise:

request providing instructions to cause the web browser to provide a wait request to the web server, the wait request being associated with the web browser;
generating instructions to generate the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and
message providing instructions to provide the asynchronous message to the web

server.

37. (Original) The computer system of claim 36 wherein the instructions further comprise:

storing instructions to store a reference to a callback function with information from the wait request; and
using instructions to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message.

38. (Original) The computer system of claim 37 wherein the instructions further comprise:

context providing instructions to provide the callback function with context information, the context information identifying the web browser.

39. (Original) The computer system of claim 36 wherein the instructions further comprise:

assigning instructions to assign the wait request to a connection between the web server and a business process server; and
listening instructions to listen to the connection for the asynchronous message.

40. (Original) The computer system of claim 34 wherein the pushing instructions comprise:

calling instructions to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message.

41. (Original) The computer system of claim 40 wherein the instructions further comprise:

reference storing instructions to store a reference to the callback function; and
reference using instructions to use the reference for calling the callback function.

42. (Original) The computer system of claim 41 wherein the instructions further comprise:

- context storing instructions to store a second reference to context information, the context information identifying the web browser; and context using instructions to use the second reference for providing the context information to the callback function.
43. (Previously Presented) The computer system of claim 34 wherein the instructions further comprise:
- user interface changing instructions configured to perform at least one of a group consisting of the following:
 - cause a first user interface object to move to visually capture a user's attention;
 - cause a second user interface object to issue a sound to capture the user's attention;
 - present a screen pop of data; and
 - bring a web browser window to the front of a screen.
44. **(Currently Amended)** A computer system comprising:
- a processor;
 - a memory, the memory storing instructions for executing on the processor, the instructions comprising:
 - controlling instructions to control a user interface presented by a web browser comprising:
 - registering instructions to register the web browser as available to receive an asynchronous message, wherein the web browser is not blocked waiting for the asynchronous message;
 - pushing instructions to cause a web server to push the asynchronous message to the web browser in response to an incoming event, wherein the incoming event comprises a request to establish communication with a user;
 - the web browser presents a user interface change in response to the

asynchronous message, and
the incoming event is received by a communication server.
providing instructions to cause the web browser to provide a wait request
to the web server wherein,
**the wait request specifies a target process of a plurality of
processes,**
**the processes are configured to generate asynchronous
messages,**
the wait request is associated with the web browser, and
the wait request ~~taken alone~~, enables the web server to push the
asynchronous message to the web browser;
identifying instructions to identify a source of the asynchronous message,
wherein
the source of the asynchronous message is the target process;
and
associating instructions to associate the wait request with the source,
wherein the associating identifies the web browser as a recipient of
the asynchronous message.

45. **(Currently Amended)** A system comprising:
a client computer comprising:
a web browser, wherein the web browser presents a user interface;
a server computer coupled to the client computer, wherein the server
computer comprises
controlling means for controlling the user interface presented by
the web browser,
pushing means for causing a web server to push an asynchronous
message to the web browser in response to an incoming
event, wherein
the incoming event comprises a request to establish
communication with a user;
the web browser presents a user interface change in

response to the asynchronous message, and
the incoming event is received by a communication server,
identifying means for identifying a source of the asynchronous
message, **wherein**

**the source of the asynchronous message is a target
process of a plurality of processes, and
the processes are configured to generate asynchronous
messages;** and

associating means for associating a wait request with the source,
wherein the associating identifies the web browser as a
recipient of the asynchronous message, and
the client computer comprises

providing means for causing the web browser to provide
the wait request to the web server, **wherein**
the wait request specifies the target process,
the wait request is associated with the web browser,
and
the wait request ~~taken alone~~, enables the web
server to push the asynchronous message to
the web browser.

46. (Cancelled)

47. (Previously Presented) The system of claim 45, the server computer further comprising:

generating means for generating the asynchronous message, the asynchronous
message identifying the wait request, wherein the identifying identifies the
web browser as a recipient of the asynchronous message; and
message providing means for providing the asynchronous message to the web
server.

48. (Previously Presented) The system of claim 47, the server computer further

comprising:

storing means for storing a reference to a callback function with information from the wait request; and

using means for using the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message.

49. (Previously Presented) The system of claim 48, the client computer further comprising:

context providing means for providing the callback function with context information, the context information identifying the web browser.

50. (Previously Presented) The system of claim 47, the server computer further comprising:

assigning means for assigning the wait request to a connection between the web server and a business process server; and

listening means for listening to the connection for the asynchronous message.

51. (Original) The system of claim 45 wherein the pushing means comprise:

calling means for calling a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message.

52. (Previously Presented) The system of claim 51, the server computer further comprising:

reference storing means for storing a reference to the callback function; and

reference using means for using the reference for calling the callback function.

53. (Previously Presented) The system of claim 52, the server computer further comprising:

context storing means for storing a second reference to context information, the context information identifying the web browser; and

context using means for using the second reference for providing the context

information to the callback function.

54. (Previously Presented) The system of claim 45, the client computer further comprising:

user interface changing means configured to perform at least one of a group consisting of the following:

cause a first user interface object to move to visually capture a user's attention;

cause a second user interface object to issue a sound to capture the user's attention;

present a screen pop of data; and

bring a web browser window to front of screen.

55. **(Currently Amended)** A system comprising:

a client computer comprising:

a web browser, wherein the web browser presents a user interface;

a server computer coupled to the client computer, wherein the server computer comprises

controlling means for controlling a user interface presented by a web browser,

registering means for registering the web browser as available to receive an asynchronous message, wherein

the web browser is not blocked waiting for the asynchronous message, and

pushing means for causing a web server to push the asynchronous message to the web browser in response to an incoming event, wherein

the incoming event comprises a request to establish communication with a user;

the web browser presents a user interface change in response to the asynchronous message, and

the incoming event is received by a communication server,

identifying means for identifying a source of the asynchronous message, wherein
the source of the asynchronous message is a target
process of a plurality of processes, and
the processes are configured to generate asynchronous
messages,

associating means for associating a wait request with the source, wherein
the associating identifies the web browser as a recipient of the
asynchronous message, and
the client computer comprises

providing means for causing the web browser to provide the wait
request to the web server, wherein
the wait request specifies the target process,
the wait request is associated with the web browser, and
the wait request ~~taken alone~~, enables the web server to
push the asynchronous message to the web browser.

56. (Cancelled)

57. (Cancelled)

58. **(Currently Amended)** A system comprising:

a controlling module to control a user interface presented by a web browser
comprising:

a pushing module to cause a web server to push an asynchronous message
to the web browser in response to an incoming event, wherein
the incoming event comprises a request to establish
communication with a user;

the web browser presents a user interface change in response to the
asynchronous message, and

the incoming event is received by a communication server;

a request providing module to cause the web browser to provide a wait request to

the web server, wherein[[,]]

the wait request specifies a target process of a plurality of processes,

the processes are configured to generate asynchronous messages,

the wait request is associated with the web browser, and

the wait request ~~taken alone~~, enables the web server to push the

asynchronous message to the web browser;

an identifying module to identify a source of the asynchronous message **wherein**

the source of the asynchronous message is the target process;

an associating module to associate the wait request with the source, wherein the

associating identifies the web browser as a recipient of the asynchronous

message; and

a computer readable storage medium configured to store the controlling module,

pushing module, request providing module, identifying module, and

associating module.

59. (Cancelled)

60. (Previously Presented) The system of claim 58 further comprising:

a generating module to generate the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the

web browser as a recipient of the asynchronous message; and

a message providing module to provide the asynchronous message to the web server, wherein

the computer readable storage medium is configured to store the generating module and message providing module.

61. (Previously Presented) The system of claim 60 further comprising:

a storing module to store a reference to a callback function with information from the wait request; and

a using module to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message, wherein

- the computer readable storage medium is configured to store the storing module and using module.
62. (Previously Presented) The system of claim 61 further comprising:
a context providing module to provide the callback function with context information, the context information identifying the web browser, wherein the computer readable storage medium is configured to store the context providing module.
63. (Previously Presented) The system of claim 60 further comprising:
an assigning module to assign the wait request to a connection between the web server and a business process server; and
a listening module to listen to the connection for the asynchronous message, wherein
the computer readable storage medium is configured to store the assigning module and listening module.
64. (Previously Presented) The system of claim 58 wherein the pushing means comprise:
a calling module to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message, wherein
the computer readable storage medium is configured to store the calling module.
65. (Previously Presented) The system of claim 64 further comprising:
a reference storing module to store a reference to the callback function; and
a reference using module to use the reference for calling the callback function, wherein
the computer readable storage medium stores the reference storing module and the reference using module.
66. (Previously Presented) The system of claim 65 further comprising:
a context storing module to store a second reference to context information, the

- context information identifying the web browser; and
a context using module to use the second reference for providing the context
information to the callback function, wherein
the computer readable storage medium stores the context storing module and the
context using module.
67. (Previously Presented) The system of claim 58 further comprising:
a user interface changing module configured to perform at least one of a group
consisting of the following:
cause a first user interface object to move to visually capture a user's
attention;
cause a second user interface object to issue a sound to capture the user's
attention;
present a screen pop of data; and
bring a web browser window to front of screen, wherein
the computer readable storage medium is configured to store the user interface
changing module.
68. (Previously Presented) The method of claim 1 further comprising:
opening a persistent hypertext transfer protocol (HTTP) connection between the
web browser and the web server when a user logs in; and
closing the persistent HTTP connection between the web browser and the web
server in response to the web server pushing the asynchronous message to
the web browser.
69. **(New)** The method of claim 1 further comprising:
storing the wait request in memory;
removing the wait request from memory in response to pushing the asynchronous
message.